

ForwardHealth **UPDATE**

Wisconsin serving you

Providing the Latest Health Care Benefit Information to ForwardHealth Members



You Will Keep Your Same SeniorCare Benefits During the COVID-19 Public Health Emergency

Making sure the people of Wisconsin can get health care when they need it is always important. During the COVID-19 pandemic, it is more important than ever. In response to the COVID-19 public health emergency and federal rules, the Wisconsin Department of Health Services has temporarily changed program rules to help protect the health and safety of members of SeniorCare.

One of these changes is that if you were eligible for SeniorCare benefits on or after March 18, 2020, you will keep or get a better level of SeniorCare benefits until at least the end of the month in which the federal public health emergency for COVID-19 ends.

This means that even if you had changes that would normally have made you lose or have a change in your SeniorCare benefits on or after March 18, 2020, you will keep your same level of benefits or get a better level of benefits during the federal public health emergency. Until the end of the federal public health emergency, you will only lose

The Key Message

You will keep your SeniorCare benefits during the COVID-19 federal public health emergency.

The information provided in this ForwardHealth Update is published in accordance with 2019 Wisconsin Act 185 § 105(1)(d).

your SeniorCare benefits if you move out of Wisconsin or ask to end your SeniorCare benefits.

How does this affect me?

You may have reported changes that would have normally ended your SeniorCare benefits or moved you to a higher SeniorCare level of participation. While we recorded these changes, you will not lose your SeniorCare benefits or move to a higher SeniorCare level for the rest of the federal public health emergency.

You could move to a lower SeniorCare level of participation or your spenddown amount could increase or decrease based on changes you report at application or renewal. A lower SeniorCare level would mean lower out-of-pocket costs to you.

After the federal public health emergency ends, we will send you a letter if there are going to be any changes to your SeniorCare benefits. We will send a letter before any changes happen.

What do I need to do?

You still need to report changes. These include changes to where you are living or who you are living with. Please call the SeniorCare Customer Service Hotline at 800-657-2038 to report changes.

You will not lose benefits during the federal public health emergency. If you have questions about your eligibility or want to stop getting your SeniorCare benefits, please call the SeniorCare Customer Service Hotline at 800-657-2038.

How long will the public health emergency last?

The United States Secretary of Health and Human Services declared a public health emergency for the COVID-19 pandemic, beginning January 27, 2020. While the federal public health emergency period is currently set to expire on July 20, 2021, it can be extended. Based on what the federal government has said, we expect that the public health emergency will last at least until December 31, 2021. We expect to keep all members enrolled until at least the end of 2021.

RESOURCES

These websites have helpful information about these topics:

- Wisconsin COVID-19 outbreak:
www.dhs.wisconsin.gov/covid-19/index.htm
- Program updates related to COVID-19:
www.dhs.wisconsin.gov/covid-19/forwardhealth.htm

REMINDER

Please continue to report changes in where you are living or who you are living with to SeniorCare.

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What will happen when the public health emergency ends?

Your benefits might change or end when the federal public health emergency is over. We will send you a letter to let you know before those changes happen.

Where can I get more information about COVID-19?

For the latest information about the COVID-19 outbreak in Wisconsin, visit the COVID-19 (Coronavirus Disease) page on the Department of Health Services website at www.dhs.wisconsin.gov/covid-19/index.htm.

For more information about program updates related to COVID-19, visit the COVID-19: ForwardHealth Program Updates for You and Your Family page on the Department of Health Services website at www.dhs.wisconsin.gov/covid-19/forwardhealth.htm.

CONTACT INFORMATION

SeniorCare Customer Service
Hotline, 800-657-2038

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English: For help to translate or understand this, please call **800-362-3002** (TTY).

Spanish: Si necesita ayuda para traducir o entender este texto, por favor llame al teléfono **800-362-3002** (TTY).

Russian: Если вам не всё понятно в этом документе, позвоните по телефону **800-362-3002** (TTY).

Hmong: Yog xav tau kev pab txhais cov ntaub ntauv no kom koj totaub, hu rau **800-362-3002** (TTY).

Laotian: ພ້ອມຊ່ວຍໃນການແປ ຫລື ເຂົ້າໃຈເນື້ອຫາໃນນີ້, ກະລຸນາໂທອະສັບຫາ **800-362-3002** (TTY).